



DOCKET FILE COPY ORIGINAL

REDACTED - FOR PUBLIC INSPECTION

Received & Inspected

June 27, 2014

JUL 01 2014

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

FCC Mail Room

Re: Connect America Fund, WC Docket No. 10-90, 47 CFR § 54.313 Annual Reporting Requirements for High-Cost Recipients (Form 481)

Dear Ms. Dortch:

Attached please find the high-cost support recipient annual report pursuant to 47 CFR § 54.313 (Form 481) for Rural Telephone Service Company, Inc. dba Nex-Tech (Nex-Tech).

Nex-Tech is filing certain financial information, reported pursuant to 47 CFR § 54.313(f)(2), as confidential under the November 16, 2012 Protective Order (DA 12-1857). Pursuant to that Order, each page of this filing has been marked "REDACTED - FOR PUBLIC INSPECTION." The non-redacted version of this information has been marked "CONFIDENTIAL INFORMATION - SUBJECT TO PROTECTIVE ORDER IN WC DOCKET NOS. 10-90, 07-135, 05-337, 03-109, GN DOCKET NO. 09-51, CC DOCKET NOS. 01-92, 96-45, WT DOCKET NO. 10-208 BEFORE THE FEDERAL COMMUNICATIONS COMMISSION." As such, Nex-Tech requests that the non-redacted version of its submission be withheld from public inspection.

Nex-Tech is also requesting confidential treatment of certain information being filed pursuant to 47 CFR § 54.202(a)(1)(ii) and 54.313(a)(1) (five year service quality improvement plan) under 47 CFR § 0.457 and 0.459. The non-redacted version has been marked "CONFIDENTIAL - NOT FOR PUBLIC INSPECTION."

Pursuant to 47 CFR § 0.459, Nex-Tech offers the following in support of its request for confidential treatment of certain information.

- *Identification of the specific information for which confidential treatment is sought:* Nex-Tech seeks confidential treatment of the five year service quality improvement plan.
- *Identification of the Commission proceeding in which the information was submitted or a description of the circumstances giving rise to the submission:* Nex-Tech is providing the five year service quality improvement plan as part of its annual high-cost support recipient report per 47 CFR § 54.313.
- *Explanation of the degree to which the information is commercial or financial, or contains a trade secret or is privileged:* Nex-Tech considers the information to be highly sensitive in that it contains statements about the Company's future investment plans, and discusses specific equipment and strategies the Company will utilize to provide services.

No. of Copies rec'd
List ABCDE

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www.nex-tech.com

Ms. Marlene H. Dortch

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- *Explanation of the degree to which the information concerns a service that is subject to competition:* Nex-Tech provides voice and broadband services that are in competition with various landline and wireless providers; thus, the investment data disclosed is related to services subject to competition to a high degree.
- *Identification of any measures taken by the submitting party to prevent unauthorized disclosure:* Nex-Tech makes the data being provided available only to employees, consultants, and attorneys on a limited, need-to-know basis.
- *Identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties:* The information is not publicly available.
- *Justification of the period during which the submitting party asserts that material should not be available for public disclosure:* Nex-Tech requests that the data provided be treated as confidential indefinitely. Due to the sensitive nature of the data, it would not be appropriate for public disclosure at any time in the foreseeable future.

Accordingly, Nex-Tech requests confidential treatment of the five year service quality improvement plan pursuant to section 0.457 and 0.459 of the Commission's rules.

The redacted version of this Form 481 submission will be filed via the Commission's Electronic Comment Filing System (ECFS) in the above-captioned docket.

If you have any questions about this filing, please contact the undersigned.

Sincerely,



Rhonda S. Goddard
COO, Regulated Services

Attachment

cc: Charles Tyler

FCC Form 481 - Carrier Annual Reporting
Data Collection Form

 FCC Form 481
 OMB Control No. 3060-0585/OMB Control No. 3060-0619
 July 2013

Modified & Inspired

<010> Study Area Code 411826

<015> Study Area Name RURAL TEL SERVICE CO

<020> Program Year 2015

<030> Contact Name: Person USAC should contact with questions about this data DAVID L. GRAHAM

<035> Contact Telephone Number: 7855674281 ext. Number of the person identified in data line <030>

<039> Contact Email Address: DGRAHAM@NEX-TECH.COM Email of the person identified in data line <030>

JUL 01 2014

FCG Mail Room

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
(check box when complete)			
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> ← check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice) 0		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband) 0		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed 0.0		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed 0.0		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile 0.0		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 411826KS510.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 411826KS610.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(If yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> 411826KS1010.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)?	(If not, check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000> (check to indicate certification)

<2005> (complete attached worksheet)

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000> (check to indicate certification)

<3005> (complete attached worksheet)

(100) Service Quality Improvement Reporting
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	411826
<015>	Study Area Name	RURAL TEL SERVICE CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	DAVID L. GRAHAM
<035>	Contact Telephone Number - Number of person identified in data line <030>	785674361 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	DGRAHAM@NEX-TECH.COM
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

411826XS112.pdf

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<010>	Study Area Code	411826
<015>	Study Area Name	RURAL TEL SERVICE CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	DAVID L. GRABAM
<035>	Contact Telephone Number - Number of person identified in data line <030>	7855674261 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	DGRABAM@RTEL-SERV.COM

[illegible]

<010>	Study Area Code	411826
<015>	Study Area Name	KIRRAL TEL SERVICE CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	DAVID K. GRAHAM
<035>	Contact Telephone Number - Number of person identified in data line <030>	7855674281 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	DGRAHAM@KTEL-TEL.COM

<701>	Residential Local Service Charge Effective Date	2/1/2014
<702>	Single State-wide Residential Local Service Charge	

[illegible]

<010>	Study Area Code	411826
<015>	Study Area Name	RURAL TEL SERVICE CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	DAVID L. GRAHAM
<035>	Contact Telephone Number - Number of person identified in data line <030>	7855474281 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	DGRAHAM@NETX-TECH.COM

[illegible]

<010>	Study Area Code	411026
<015>	Study Area Name	RURAL TEL SERVICE CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	DAVID L. GRAHAM
<035>	Contact Telephone Number - Number of person identified in data line <030>	7855674281 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	DGRAHAM@RTEL-TECH.COM
<810>	Reporting Carrier	RURAL TELEPHONE SERVICE COMPANY, INC
<811>	Holding Company	
<812>	Operating Company	RURAL SERVICE COMPANY, INC. DBA REX-TECH

[illegible]

(900) Tribal Lands Reporting
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code	411826
<015> Study Area Name	RURAL TEL SERVICE CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	DAVID L. GRADAM
<035> Contact Telephone Number - Number of person identified in data line <030>	7855674261 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	DGRADAM@RTEL-TECH.COM

<910> Tribal Land(s) on which ETC Serves

--

<920> Tribal Government Engagement Obligation

--

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	411826
<015>	Study Area Name	RURAL TEL SERVICE CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	DAVID L. GRANAH
<035>	Contact Telephone Number - Number of person identified in data line <030>	7855674281 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	DGRANAH@NETX-TECH.COM

Please check this box to confirm no terrestrial backhaul
options exist within the supported area pursuant to § 54.313(G)

☐

Please check this box to confirm the reporting carrier offers
broadband service of at least 1 Mbps downstream and 256 kbps
upstream within the supported area pursuant to § 54.313(G)

☐

(1200) Terms and Condition for Lifeline Customers		FCC Form 481
Lifeline		OMB Control No. 3050-0985/OMB Control No. 3050-0819
Data Collection Form		July 2013

<010>	Study Area Code	411826
<015>	Study Area Name	RURAL TEL SERVICE CO
<020>	Program Year	2011
<030>	Contact Name - Person USAC should contact regarding this data	DAVID D. GRAM
<035>	Contact Telephone Number - Number of person identified in data line <030>	7855674281 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	DGRAM@NEX-TECH.COM

411826KEL210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

*Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation		FCC Form 481
Data Collection Form		OMB Control No. 3060-0985/OMB Control No. 3060-0813
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		July 2013

<010>	Study Area Code	413826
<015>	Study Area Name	RURAL TEL SERVICE CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	DAVID L. GKARIN
<035>	Contact Telephone Number - Number of person identified in data line <030>	7855674281 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	DGRABMBREX-TECH.COM

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

(8000) Rate of Return Carrier Additional Documentation		FCC Form 441
Data Collection Form		DMS Control No. 3000-0985/DMS Control No. 3000-0819
		July 2015

<010> Study Area Code 411826
 <015> Study Area Name RDM TEL SERVICE CO
 <020> Program Year 2015
 <030> Contact Name - Person USAC should contact regarding this data DAVID L. GRASMAN
 <035> Contact Telephone Number - Number of person identified in data line <030> 7855674281 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> DGRASMAN@TEL-SERV.COM

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Program Report on 5 Year Plan
 Milestone Certification (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(i), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

☐

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))

(Yes/No)

(3014) If yes, does your company file the RUS annual report

(Yes/No)

☒

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

☒

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☒

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

411826KS3017.pdf

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited?

(Yes/No)

☒

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3025 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

☐

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.

☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3025 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers.

☐

(3023) Underlying information subjected to a review by an independent certified public accountant

☐

(3024) Underlying information subjected to an officer certification.

☐

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	411826
<015> Study Area Name	RURAL TEL SERVICE CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	DAVID L. GRAHAM
<035> Contact Telephone Number - Number of person identified in data line <030>	7855674281 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	DGRAHAM@NEX-TECH.COM

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: RURAL TEL SERVICE CO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date
Printed name of Authorized Officer: Rhonda Goddard	
Title or position of Authorized Officer: Chief Operating Officer, Regulated Services	
Telephone number of Authorized Officer: 7855674281 ext.1177	
Study Area Code of Reporting Carrier: 411826	Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

411826KS112

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Rural Telephone Service Company (SAC 411826)

Statement Regarding Compliance with Service Quality Standards and Consumer Protection Rules

47 CFR § 54.313(a)(5)

Form 481, Line 510

Rural Telephone Service Company dba Nex-Tech (Nex-Tech) is an incumbent local exchange carrier operating in the state of Kansas, and is an eligible telecommunications carrier (ETC) designated by the Kansas Corporation Commission (KCC). As such, Nex-Tech is subject to the regulatory authority of the KCC and operates under the relevant rules and laws of the state of Kansas.

Nex-Tech is subject to the service quality standards and consumer protection standards adopted by the KCC and that are applicable to ILECs in the state of Kansas. These standards are contained in Orders adopted by the KCC in Docket No. 95-GIMT-047-GIT (specifically the KCC Order dated May 23, 2008) and Docket No. 06-GIMT-187-GIT. The consumer protection standards are also contained in Nex-Tech's local tariff that is on file with the KCC.

Apart from effective internal procedures and operations, Nex-Tech ensures compliance with all applicable service quality and consumer protection rules through KCC enforcement, which entails the operation of an effective customer complaint process. KCC is required to respond to customer complaints and other service quality-related inquiries from the KCC in a reasonable time frame. Nex-Tech consistently meets or exceeds all KCC-adopted standards, and reports to this effect via all required KCC processes.

Finally, Nex-Tech has established internal procedures to ensure compliance with the Federal Communications Commission's Customer Proprietary Network Information (CPNI) rules that include, but are not limited to, periodic employee training and maintenance of written company CPNI procedures. Nex-Tech certifies its compliance with the Commission's CPNI rules by making annual filings as required in 47 CFR § 64.2009(e).

SERVICE OUTAGES**Provisions:**

- This procedure applies to service outages reported by remote alarm, by Cordell alarm system, operator report, subscriber report, or the NOC.
- When more than twenty-five customers are out of service due to equipment failure, cut fiber, copper or coax cable.
- When a multi-line business customer is without telephone service due to equipment failure, cut fiber, copper or coax cable.
- When a residential customer is without service that could result in liability issues (medical condition, death in family, etc.)
- All communications should work in conjunction with the NOC

Facility Based - Fiber Optic, Coax and Copper/**Non-Facility Based - Fiber, Coax, Copper, AT&T, or Sprint Outages:**

Notify the following personnel (via e-mail notification and phone call):

- A. Director of Operations
 - B. Communications Solutions Manager
 - C. Customer Sales Manager
 - D. Engineering Manager
 - E. Internet Solutions Manager
 - F. Network Manager
 - G. Outside Plant Manager
 - H. Video Solutions Manager
 - I. Central Office Manager, Network Services Supervisor, IP Head-end Technician
 - J. On-call personnel
- **Director of Operations:**
 - A. Ensure that the appropriate personnel are notified and coordinate the response effort with the various work group managers and supervisors.
 - B. In the event of extensive customer service outage, notify the proper agencies of the extent and estimated duration of the service interruption.
 - **Engineering Manager:**
 - A. Notify CAD Department to locate mapping information, staking sheets, fiber assignments, and all other cable record detail that will assist in fiber restoration.
 - B. Dispatch Engineering Technicians to help with splicing.
 - **Outside Plant Manager:**
 - A. Have repair splices, splicing trailer, and fiber optic repair cable ready to move.
 - B. Have backhoe loaded.
 - **Central Office Manager:**
 - A. Have CO personnel query the switch to determine which systems are affected.
 - B. Assess most likely area of the break and dispatch personnel to the closest Central Office.
 - C. Notify OSP of network query findings.
 - D. Arrange for OTDR power meter and spare terminal cards to be transported to the affected office.

Operating Procedure No. D-3
(Continued)

- E. Determine if the outage is due to electronic failure or if a fiber optic, coax, or copper cable is severed. If the outage cause is electronic, notify OSP that a fiber restoration response is not necessary; if it is a fiber cut, set up OTDR and begin the process of approximating the break location. If the problem resides on AT&T or Sprint facilities, notify and escalate to ensure the customer receives service in the quickest time possible.
- F. Implement any possible re-routes to minimize impact of the outage.

— Network Services Supervisor:

- a. Ensure that an e-mail notification is provided to all employees that briefly describes the service outage and estimated duration of the service interruption.
- b. E-mail all employees when services are restored.
- c. In the absence of the Network Services Supervisor, the Network Services Coordinator will provide notification.
- d. Provide effective communication to the customer through periodic updates during the duration of the service outage. It is important to get a cell number.
- e. When services are restored, Network Services staff will call selected customers to ensure that services are working.

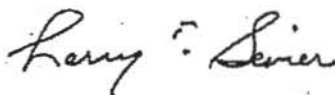
— IP Head-end Technician:

- A. Locate and coordinate delivery of CATV specific materials.
- B. Contact programming source when needed.

— On-call Personnel - Outside Plant/Central Office Technicians:

- A. Prioritize splicing operation to join the most critical fibers, copper pairs, or coax first, when possible.
- B. Set up communications with Central Office using two-way radio, mobile, cellular or drop to a pedestal.
- C. As fibers are spliced, Central Office personnel will bring systems up.
- D. At the conclusion of the splicing operation, all fibers will be tested with OTDR, and light source to power meter where appropriate, prior to splice cases being filled and buried.
- E. All services being transported on fiber including telephone, CATV, ITV, Internet, and data will be checked for in-service status before the restoration crew is released from the project.
- F. A detailed report of the fiber, copper, or coax outage, including all pertinent information such as One-Call records and locator action/accuracy will be formulated by the Outside Plant Manager and Engineering Manager.

RURAL TELEPHONE SERVICE COMPANY, INC.



Larry E. Sevier, CEO/General Manager

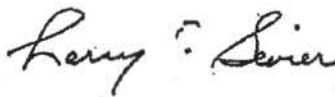
2/15/10

Date

TROUBLE REPORTING**Provisions:**

- All calls relating to trouble with CATV, or telephone service in ILEC or CLEC service areas should be directed to the Network Services Department.
- The Network Services Department will produce a service request/trouble ticket consisting of the customer's name, address, telephone number, a call back number where the customer can be reached and the specific nature of the trouble being reported. It is imperative a call back number be obtained from the customer. The Network Services Department will advise the customer of any potential charges.
- The Network Services Department will assign the trouble ticket to an available technician and forward the trouble ticket to that technician.
- A tracking ticket will be issued for all AT&T and Sprint, non-facility based trouble tickets through AT&T EBTA or Sprint's WebRRS on-line systems. In the case of an extensive service outage with more than twenty-five troubles, EBTA or WebRRS tracking tickets will be issued for business customers only.
- Outside Plant personnel will report business or escalated residential troubles to the Outside Plant Manager, Communications Solutions Manager and Network Services Supervisor.
- When the Network Services Department closes the trouble ticket, all billable work and materials will be added to the customer's account along with complete comments.
- After the records are updated, the Network Services Department will forward the information to the Engineering Department.

RURAL TELEPHONE SERVICE COMPANY, INC.



Larry E. Sevier, CEO/General Manager

2/15/10

Date

Operating Procedure No. C-3

CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

Provisions:

This Operating Procedure is designed to ensure compliance with the Federal Communications Commission's (FCC) CPNI rules (47 CFR 64.2001-.64.20011), and will govern the process of handling customer requests to restrict or allow use of CPNI. The CPNI Statement will be reviewed annually with all employees. The Marketing and Sales Manager will be responsible for submitting annual FCC compliance filings.

Customer Notification:

The Company will notify and inform each Customer of his or her right to restrict the use or disclosure of, and access to, CPNI along with a solicitation of opt-out approval every other year.

1. The Company will maintain records of that notification in the current billing software, whether oral or written, for at least one year.
2. The notification will provide information sufficient to enable our Customers to make informed decisions as to whether to permit the use or disclosure of, or access to, their CPNI.
3. The notification will contain a statement that the Customer has a right, and the Company has a duty, under federal law, to protect the confidentiality of CPNI.
4. It will specify the types of information that constitute CPNI and the specific entities that will receive CPNI, describe the purposes for which CPNI will be used, and inform the Customer of his or her right to disapprove those uses and deny or withdraw access to CPNI use at any time. Any approval, or disapproval, will remain in effect until the Customer affirmatively revokes or limits such approval or denial.
5. Through "opt out" approval, a Customer is deemed to have consented to the use of the customer's CPNI if the customer has failed to object within the thirty-day period identified in the notice. The thirty-day clock begins three days following the mailing date of the notification.
6. Through "opt in" approval, the customer provides express consent allowing CPNI usage, disclosure, or access.
7. The Company may allow "one-time use" of CPNI through verbal customer authorization to obtain limited use of CPNI for in-bound or out-bound customer telephone contacts for the duration of that call.
8. The Company will advise the Customer of the precise steps the Customer must take in order to grant or deny access to CPNI, and the Company will clearly state that a denial of approval will not affect the provision of any services to which the Customer subscribes.
9. The statement will be in a clear and neutral language, which describes the consequences directly resulting from the lack of access to CPNI. In addition, the Company may state that the Customer's consent to use his or her CPNI may enhance our ability to offer products and services tailored to meet the Customer's needs and we will disclose the Customer's CPNI to any person upon the affirmative written request of the Customer.
10. The notification will not include any statement that attempts to encourage a Customer to freeze third-party access to CPNI.

Operating Procedure No. C-3
(continued)

11. New Customers will be verbally notified of CPNI procedures at the time of the request for service.
12. In addition, a CPNI statement will be included in the new customer Welcome Packet.

CPNI Use:

1. The Company may use, disclose or permit access to CPNI to protect our rights, property, Customers, and other carriers from fraudulent, abusive or unlawful use of, or subscription to, our services.
2. The Company may use, disclose or permit access to CPNI to provide or market service offerings among the different categories of service – local, inter-exchange, VoIP, Cable Television, Internet, etc. to which the Customer already subscribes.
3. When the Company provides different categories of service(s), and a Customer subscribes to more than one service category, we will share the Customer's CPNI with the affiliate that provides service to the Customer; however, if a Customer subscribes to only one offering, we shall not share the Customer's CPNI with an affiliate without the Customer's express approval.
4. Without Customer approval, we will not use, disclose or permit access to CPNI to provide or market service offerings within a category of service to which the Customer does not already subscribe, except that we use, disclose or permit access to CPNI to do the following:
 - a) Provide inside wiring installation, maintenance, repair services and provision of Customer Premise Equipment (CPE).
 - b) Provide services such as, but not limited to, voice mail or messaging, voice storage and retrieval, protocol conversion speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call return, repeat dialing, call tracking, call waiting, caller ID, call forwarding, and certain Centrex features.

CPNI Approvals:

1. The Company will honor a Customer's approval or disapproval until the Customer revokes or limits such approval or disapproval.
2. If the Company discloses or allows access to Customers' individually identifiable CPNI to our affiliate, we will require, in order to safeguard that information, the affiliate's entry into confidentiality agreements that:
 - a) Require their use of the CPNI only for the purpose of marketing or providing the communications-related services for which the CPNI has been provided.
 - b) Disallow their permitting any other party to use, allow access to, or disclose the CPNI to any other party, unless they are required to make disclosure under force of law.
 - c) Require that they have in place appropriate protections to ensure the ongoing confidentiality of the CPNI.

Operating Procedure No. C-3
(continued)

Customer Authentication for Call Detail:

1. Since the release of call detail information over the telephone presents an immediate risk to privacy, the Company is prohibited from releasing call detail information based on customer-initiated telephone contact, except under three circumstances:
 - a) When a customer provides a pre-established password.
 - b) When a customer requests that the information is sent to the customer's address of record.
 - c) When a representative of our company calls the telephone number of record and discloses the information to an authorized contact.
2. At retail locations, we may continue to provide account access to customers who present valid photo IDs.
3. Password protection is not required for routine customer care procedures regarding service/billing disputes or questions if the customer is able to provide all of the call detail information necessary to address the customer question (i.e., telephone number called, when it was called, amount charged for the call).
4. In addition, the Company will provide mandatory password protection for online account access. Online access based solely on a customer's readily available biographical information is prohibited.

Establishing a Password:

1. For existing customers, the Company must first authenticate the customer by either calling the account number on record or requesting that the customer present a valid photo ID in person at any retail location.
2. For a new customer, the Company may establish a password at the time of service initiation and the customer may be authenticated at that time.

Customer Account Authentication:

1. The Company will authenticate the customer by telephone for their protection and confirm the person is the account holder by requesting authentication, which may include, but is not limited to the following:
 - a) Year of birth of primary account holder
 - b) Last four digits of the primary account holder's Driver's License Number
 - c) Account number of the primary holder's Rural Telephone/Nex-Tech account
 - d) Last four digits of the primary account holder's Social Security Number
2. Authentication information will be acquired from new customers at time of request for service or obtained on the appropriate form through the mail.

Operating Procedure No. C-3
(continued)

3. The Company will not discuss the following account information with a spouse, child, parent, etc.; unless, they are authorized by the account holder. Account information may include, but is not limited to the following:
 - a) Name
 - b) Address
 - c) Phone number
 - d) ESN
 - e) Billings or charges
 - f) Balance due or payment status
 - g) Text messages
 - h) Data services
4. A maximum of four authorized contacts may be added to the account by the authorized account holder.
5. All printed documents, notes, and materials with customer information will be shredded and disposed of properly. This may include, but is not limited to the following:
 - a) Social Security Number
 - b) Customer's name, address, phone number
 - c) Copy of bill or remittance slip

Law Enforcement:

1. All Court ordered requests for customer account or billing information will be directed to the Marketing and Sales Manager or another member of Executive Management.

Notice of Account Changes:

1. The Company must notify a customer immediately of account activity, such as a change to a password, online account, or address of record. Notification may be sent by email, voicemail, text message, or US Mail to the customer's address of record.

Notice of Unauthorized Disclosure of CPNI:

1. The Marketing and Sales Manager will be notified of any potential unauthorized disclosure of CPNI and it will be investigated to determine if an actual breach has occurred.
2. In the case of a breach of CPNI, the Marketing and Sales Manager will provide electronic notification of the breach within seven (7) business days to the United States Secret Service ("USSS") and the Federal Bureau of Investigation ("FBI"). (The FCC will provide a link for the reporting of breaches at www.fcc.gov/eb/CPNI/.) In order to allow law enforcement time to conduct an investigation, the Company must wait a minimum of seven business (7) days before notifying the affected customers of the breach (unless the USSS and FBI request that the carrier continue to postpone disclosure). However, if authorized by the authorities, the Company may notify customers sooner if there is a risk of immediate and irreparable harm. In addition, the Company must keep records of discovered breaches for at least two years.

Operating Procedure No. C-3
(continued)

Joint Venture and Independent Contractor Use of CPNI:

1. The Company must obtain opt-in consent from a customer before disclosing a customer's CPNI to a joint venture partner or an independent contractor to market communication services to the customer.

Business Customers:

1. The Company may establish authentication procedures for business customers that are different from residential customers, as long as those customers have a dedicated account representative and the service contracts specifically address the protection of CPNI.

CPNI Compliance:

1. The Company has implemented a system by which the status of a Customer's CPNI approval can be clearly established prior to the use of the CPNI.
2. All employees will sign a CPNI Operating Procedure Acknowledgement that will be placed in the employee's personnel file.
3. All employees with access to CPNI will be trained and certified. To become certified, the employee shall receive and read the company's CPNI Operating Procedures and attend group training or individual training, certified by a compliance officer. The training will provide explicit details as to when employees are, and are not, authorized to disclose CPNI.
4. For unintentional violations breaching CPNI, employees may be reprimanded, retrained, and re-certified. For repeated unintentional violations, employees may be disciplined or terminated. In most cases, the unintentional violations shall not be considered a breach of CPNI procedures.
5. For intentional violations, such as distribution of CPNI to third parties for financial gain, to harm the Company or customer, the breach must be reported and the employee will be terminated.
6. The Marketing and Sales Manager will maintain a record of the Company and affiliate sales and marketing campaigns that use Customers CPNI. The record includes a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as part of the campaign. These records will be retained for at least one (1) year.
7. The Company has established a supervisory review process regarding compliance with CPNI rules for outbound marketing promotions and maintains compliance records for at least one (1) year. Specifically, Company sales personnel obtain supervisory approval of any proposed outbound marketing request and Customer approval of the use of CPNI.
8. The COO/Regulated Services and COO/Competitive Services are compliance officers who act as agents for the Company. They will sign a compliance certificate on an annual basis before March 1 stating that they have personal knowledge that the Company has established operating procedures adequate to ensure compliance with applicable CPNI rules. A statement accompanies the certificate that explains the Company's operating procedure and demonstrates compliance with the CPNI rules. The Marketing and Sales Manager will serve as a back-up compliance officer.

Operating Procedure No. C-3
(continued)

9. With the annual certification filing, the compliance officer will include a summary of actions taken against data brokers and a list of customer complaints during the past year concerning unauthorized use of CPNI.
10. The Company will provide written notice within five (5) business days to the FCC of any instance where the "opt out" mechanisms do not work properly to such a degree that consumers' inability to "opt out" is more than an anomaly.
 - a) The notice shall be in the form of a letter, and shall include the Company's name, a description of the opt-out mechanism(s) used, the problem(s) experienced, the remedy proposed and when it will be/was implemented, whether the Kansas Corporation Commission (KCC) has been notified and whether it has taken any action, a copy of the notice provided to customers, and contact information.
 - b) Such notice must be submitted even if the Company offers other methods by which customers may "opt out."

RURAL TELEPHONE SERVICE COMPANY, INC.

Larry E. Sevier

Larry E. Sevier, CEO/General Manager

2/15/10
Date

Rural Telephone Service Co. Inc. dba as Nex-Tech (Study Area 411826)

Statement Regarding Functionality in Emergency Situations

47 CFR § 54.313(a) (6)

Form 481, Line 610

Rural Telephone Service Company, Inc. dba Nex-Tech (Nex-Tech) has developed an extensive and detailed emergency management plan.

Nex-Tech's traditional voice service switching platform is fully redundant and is geographically separated. Redundant switches are connected using an IP network that is redundant and diversity routed. The platform is fed by a DC power plant with 8 hour operating battery backup. The core backbone network consists of six interconnected rings which provide 100% fiber route diversity between central offices. The transport is redundant at card and optical level.

Nex-Tech has developed a "Disaster Trailer" which is essentially a portable central office. The "Disaster Trailer" is capable of fiber and copper connection and has relay racks to accommodate additional equipment. This allows Nex-Tech to provide emergency switching. Nex-Tech also has 74 generators available at various locations to provide power to the network during any extended outages.

Nex-Tech has an onsite command center mobile office which would allow management and plant personnel the ability to set up a mobile office if a disaster occurs.

Nex-Tech has instituted a 24 hour Network Operations Center (NOC) which monitors the network and is able to reroute traffic and manage traffic spikes during a disaster or other emergency situation.

Broadband services also has a redundant DC battery power supply at the router locations and all are backed up with generated power at each location in case of power outage. Separate and different transport connections are available to insure internet transport from the router to the internet backbone.

(700) Price Offerings including Voice Rate Data

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	411826
<015>	Study Area Name	RURAL TEL SERVICE CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	DAVID L. GORDAN
<035>	Contact Telephone Number - Number of person identified in data line <030>	7855674281 ext.
<035>	Contact Email Address - Email Address of person identified in data line <030>	DGRADHAM@TEL-SERVICE.COM

<701> Residential Local Service Charge Effective Date
 <702> Single State-wide Residential Local Service Charge

1/1/2014

<703>

State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees
KS	Agra		FR	16.75	1.53	0.0	0.5	18.78
KS	Alton		FR	16.75	1.53	0.0	0.5	18.78
KS	Athol		FR	16.75	1.53	0.0	0.5	18.78
KS	Burr Oak		FR	17.8	1.53	0.0	0.0	19.33
KS	Collyer		FR	16.75	1.53	0.0	0.0	18.28
KS	Courtland		FR	17.8	1.53	0.0	0.0	19.33
KS	Damar		FR	16.75	1.53	0.0	0.0	18.28
KS	Downs		FR	17.8	1.53	0.0	0.0	19.33
KS	Edmond		FR	17.8	1.53	0.0	0.0	19.33
KS	Esbon		FR	16.75	1.53	0.0	0.0	18.28
KS	Galatia		FR	16.75	1.53	0.0	0.0	18.28
KS	Gaylord		FR	16.75	1.53	0.0	0.5	18.78
KS	Gove		FR	16.75	1.53	0.0	0.5	18.78
KS	Grainfield		FR	16.75	1.53	0.0	0.5	18.78
KS	Hill City		FR	16.75	1.53	0.0	0.0	18.28
KS	Ionia		FR	17.8	1.53	0.0	0.0	19.33
KS	Jennings		FR	16.75	1.53	0.0	0.0	18.28
KS	Kensington		FR	16.75	1.53	0.0	0.5	18.78
KS	Lebanon		FR	17.8	1.53	0.0	0.0	19.33
KS	Lenora		FR	16.75	1.53	0.0	0.0	18.28
KS	Logan		FR	16.75	1.53	0.0	0.0	18.28

(700) Price Offerings Including Voice Rate Data
Data Collection Form

FCC Form 481
OMB Control No. 3060-0985/OMB Control No. 3060-0819
July 2013

<010> Study Area Code 421826
<015> Study Area Name RURAL TEL SERVICE CD
<020> Program Year 2015
<030> Contact Name - Person USAC should contact regarding this data DAVID L. GRAHAM
<035> Contact Telephone Number - Number of person identified in data line <030> 7855674281 ext.
<039> Contact Email Address - Email Address of person identified in data line <030> DGRAM@NEX-TECH.COM

<701> Residential Local Service Charge Effective Date 1/1/2014
<702> Single State-wide Residential Local Service Charge

<703>

State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees
KS	Long Island		FR	16.75	1.53	0.0	0.5	18.78
KS	Morland		FR	16.75	1.53	0.0	0.5	18.78
KS	Natoma		FR	16.75	1.53	0.0	0.0	18.28
KS	Olmitz		FR	16.75	1.53	0.0	0.0	18.28
KS	Osborne		FR	16.75	1.53	0.0	0.0	18.28
KS	Palco		FR	16.75	1.53	0.0	0.0	18.28
KS	Prairie View		FR	16.75	1.53	0.0	0.5	18.78
KS	Quinter		FR	16.75	1.53	0.0	0.0	18.28
KS	Republic		FR	17.8	1.53	0.0	0.0	19.33
KS	Rexford		FR	16.75	1.53	0.0	0.0	18.28
KS	Russell		FR	17.8	1.53	0.0	0.0	19.33
KS	Selden		FR	16.75	1.53	0.0	0.0	18.28
KS	Victoria		FR	16.75	1.53	0.0	0.0	18.28
KS	WaKeeney		FR	16.75	1.53	0.0	0.0	18.28
KS	Webber		FR	17.8	1.53	0.0	0.0	19.33
KS	Woodruff		FR	16.75	1.53	0.0	0.5	18.78
KS	Woodston		FR	16.75	1.53	0.0	0.5	18.78
KS	Zurich		FR	16.75	1.53	0.0	0.0	18.28